MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM ID 2210)

BFI2024 – ERP FINANCIAL INFORMATION SYSTEMS & SD

(All Sections/Groups)

13th FEBRUARY 2023
9.00AM – 11.00AM
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 3 printed pages including cover page with 4 questions only.
2. Answer **ALL** questions. Marks are shown at the end of each question.

QUESTION 1 (25 marks)

Organizations must coordinate and integrate plans, departments and functions in order to meet the overall company's mission to satisfy customers, sustain performance and ultimately grow and mature as a business entity. Although employees may have unique or highly valued skills and the will to carry out the mission, their work needs guidance and integration. Departments or functions must be integrated so that important tasks are not missed, productivity flourishes, and the work environment is less stressful and more satisfying.

Required:

i) Explain **business integration**, with relevant examples.

(9 marks)

ii) Distinguish between the **FOUR (4)** integration layers.

(16 marks)

QUESTION 2 (25 marks)

A growing number of businesses draw on their knowledge of what customers value, and would value, to gain marketplace advantages over their less knowledgeable competitors. They developed *customer value models,* which are data-driven representations of the worth, in monetary terms, of what the business is doing or could do for its customers.

Required:

i) Explain **TWO (2)** general strategies of using effective cost information that could increase customer value.

(10 marks)

ii) Indicate **THREE (3)** reasons for the need of an ERP system in an organization.

(15 marks)

QUESTION 3 (25 marks)

i) Agrogreen Bhd. is a manufacturing company that supplies a wide range of eco-friendly products. The company has been using SAP ERP to support its daily operations. You are required to prepare a detailed report of your financial status to the government. Explain the functional areas that provide the information and discuss the types of information you might need to complete your report.

(15 marks)

ii) Define and discuss **application hosting**, with relevant examples.

(10 marks)

Continued...

QUESTION 4 (25 marks)

In the current organizational context characterized by high levels of dynamicity, competitiveness, capabilities, complexity, and permeated by uncertainty, there emerges a need for organizations to have their business processes duly documented, charted, and treated. Organizations need to ensure that any change in strategy is meticulously introduced at all the hierarchical levels and in all operational processes.

Required:

i) Discuss the **FOUR (4)** principles of process integration and information integration.

(16 marks)

ii) Describe **THREE (3)** critical considerations in selecting ERP vendors.

(9 marks)

End of Paper